



Consulting Professional #23

Partner - Dedicated Client Accounts

Consulting Professional #23 is a highly effective Program Manager and Business Architect in the telecommunications industry. More than 25 years of industry experience - in Bell Canada, Bell Sygma and Bell Nexxia - has seen this individual successfully complete many core-business impacting programs on time and under budget. The consummate General Manager, this consultant's resourcefulness and strong communication and organization skills have contributed to their lengthy list of business achievements, while their background in line operations/field services and service development has sensitized them to the needs of internal operations and marketing groups, and customers, alike.

This expert's skills and knowledge are far-reaching, and include: order fulfillment; supply chain management; change leadership and management; business process design and re-engineering; business systems design and integration; network inventory, assignment and activation; customer care; vendor contract negotiations and management; and, budget and results management.

This candidate's strong vision and leadership abilities were evident early in their career when they were responsible for the concept, design and implementation of Bell's End-to-End Service Provisioning and Process Metrics, a mechanized system that stored the massive service address, access, and local switch networks records. This individual's exceptional program management skills resulted in this business transformation coming in On Time, \$5M under its \$100M budget, and it delivered capital, labour, and operating expense savings of well over \$300M with industry leading provisioning metrics.

After consulting on the development of business practices and policies for Bell Sygma as it transitioned to a separate operating entity, this telecom SME excelled in the role of Operation Planning Leader for the emergence of Bell Nexxia as the country-wide facilities and services arm to Bell Canada. This consultant was accountable for conceiving, developing and evaluating operational business models under a number of legal, financial, regulatory, and intellectual property constraints. This individual next program managed the business operations and process development for Bell's high-speed internet service, followed by the development and introduction of Nexxia's service offerings, including: Frame Relay; ATM; Virtual LAN service; Dial and Dedicated Business Internet service; IP Messaging; and, VPN services. These service launches were introduced under extraordinary resource, time, and financial constraints, but due in large part to this professional's leadership, organization, team motivation, and negotiation skills, they were introduced on time and in good working order.

Most recently, this consulting professional led the operations assessment, design, and delivery of support processes, business systems, and training required to support unique, large, custom business deals, to better position Bell Nexxia in the Fortune 100 account category. Currently, this individual is drawing upon their vast wealth of knowledge and broad base of telecom experience in developing the complex business model for a new Decision Support management tool for one of North America's leading ILECs. In these and all other endeavors, this person's vision, high energy, work ethic, and positive attitude have been integral to their success. Combined with an excellent track record, they help to distinguish this individual in the consulting field, and make them an ideal addition to all project teams.

A Canadian citizen, this consultant reports out of our Toronto headquarters.

Core Competencies:

- ◆ Program Management / 4-TAE Methodology
- ◆ Business Architecture / Strategic Planning
- ◆ Systems Integration / Vendor Management
- ◆ Budget & Results / Operations Management
- ◆ Marketing / New Product Implementation
- ◆ 25+ years Telecom Subject Matter Expertise

Telecom Industry Disciplines:

- ◆ Customer Care / Call Center / Billing
- ◆ Service Activation / Order Management
- ◆ Workflow / Workforce Management
- ◆ Network Operations / Maintenance / Engineering
- ◆ Corporate Infrastructure
- ◆ Regulatory / Audits

Telecom Market Experience:



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|---------------|---|
| ILEC/RBOC/PPT | ☒ |
| IXC | ☒ |
| CAP | ☒ |

Technology Experience:

- ◆ CO Switch Platform: DMS-100, DMS-250
- ◆ Operational Support Systems: PAIRS, ACCESS, OMS, CALRS, WFMS, CAS, (B)CRIS, MFAS, Service Activation, P5300 Plant Costs, Spectrum, PVC-OARS
- ◆ Desktop Applications: MS Office Suite, MS Project, Netscape, Lotus Notes, Visio
- ◆ Communications Protocols: TCP/IP
- ◆ Operating Systems: Windows, MS-DOS, UNIX
- ◆ Databases: IMS, DB2, Oracle, Access, Remedy, Cold Fusion

Academic and Industry Accreditation:

- ◆ Bachelor of Arts (Honours Economics and Mathematics), Queen's University, Kingston, Ontario